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Post Office

Initial Complaint Review and Mediation Scheme Scheme Overview

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Introduction

- 1. What is mediation?**
 - 2. Scheme process**
 - 3. Role of the advisor**
 - 4. Remedies and outcomes**
 - 5. Funding**
 - 6. Panel appointment**
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1. What is mediation?

Facilitated negotiation

Neutral third party

Parties agree their own solutions

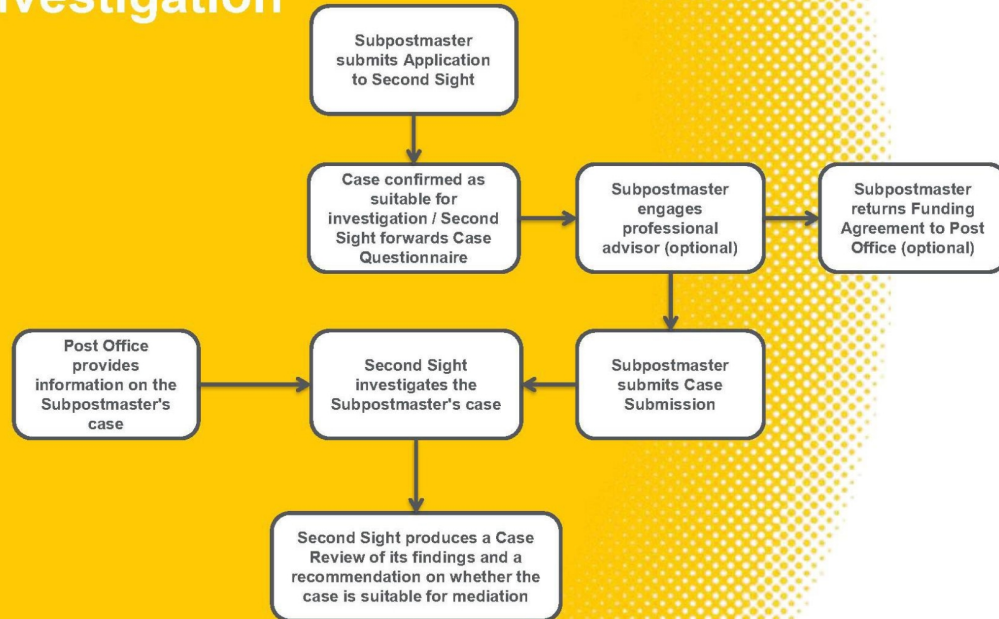
No commitment

2. Scheme process



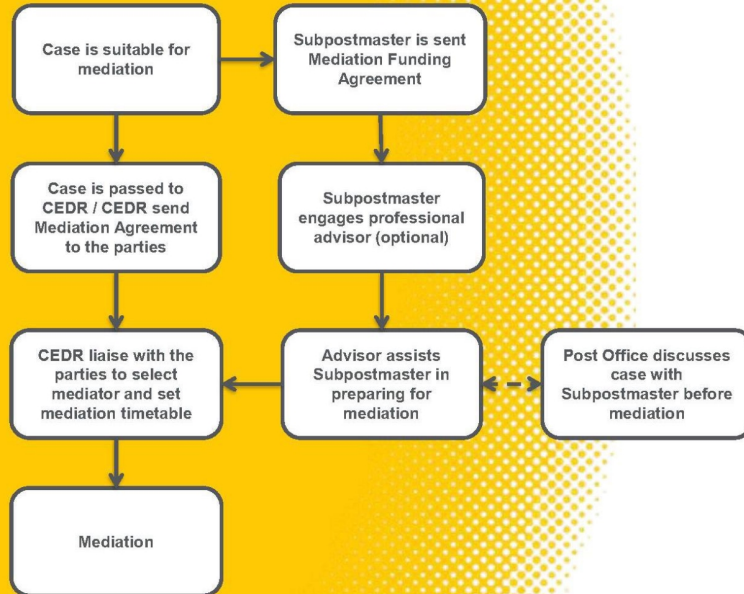
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Phase 1 Investigation



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Phase 2 Mediation



3. Role of the advisor - investigation

Review a Subpostmaster's case

Help present the case in logical manner

Support case with evidence

Ensure the case is accurate

Establish the Subpostmaster's objectives

Assist with responding to queries



Role of the advisor - mediation

Advocate the Subpostmaster's case

Contest Post Office's position

Identify possible solutions

Advise on possible settlements



4. Remedies and Outcomes

No guarantee of
resolution



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Possible remedies

Apology

Commitment to change

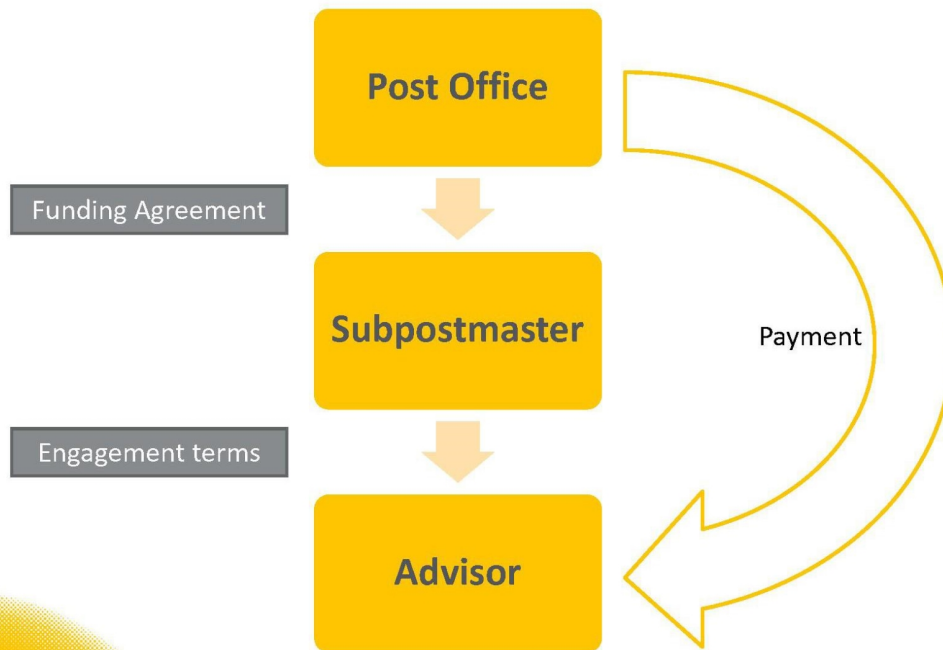
Compensation

Further investigation

Fix a problem

Support a criminal appeal

5. Funding model



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Funding rules

- 1. Post Office will not provide funding without a signed Funding Agreement**
- 2. Your responsibility to agree your fees with a Subpostmaster**
- 3. No payments on account**
- 4. Additional funding requests**

Invoicing

- **Complete advisor details sheet**
- **Post Office raise a Purchase Order**
- **Invoices addressed to Subpostmaster and marked as “Payable by Post Office Limited”**
- **Include Purchase Order number**
- **Do not exceed funding levels**
- **Submit invoices as required**
- **Payment made**

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6. Panel Appointment

No guarantee of work

Subpostmasters can go off panel

Panel and Scheme may change

Rates capped at £120 per hour

Personal appointment

Must sign Panel Advisor Agreement